



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE
Case No. 12714US01

PATENT

In the Application of:

Mark W. McElroy et al.

Serial No.: 09/672,483

Filed: September 28, 2000

For: ORGANIZATIONAL INNOVATION
ENHANCEMENT TECHNIQUE

Examiner: Eric T. Shaffer

Group Art Unit: 3623

Confirmation No.: 2620

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to the Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450, on April 2, 2004.

By: Ronald E. Larson
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GROUP 3600

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action mailed January 5, 2004, kindly amend the above-identified application as follows: